Saskatchewan Multitype Library Board

Annual Report for 2013-14

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Government of Saskatchewan

Table of Contents

Letters of Transmittal 1

Who We Are 2

Board Members 4

Key Results 2013-2014 5

Multitype Database Licensing Program (MDLP) 9

Core Collection Products Licensed in 2013-14 13

MDLP Usage Statistics 14

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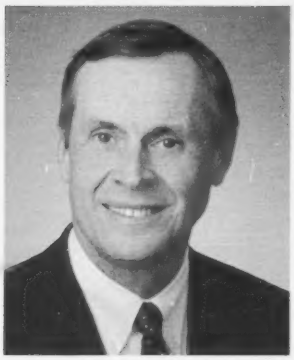
Letters of Transmittal



Her Honour, the Honourable Vaughn Solomon Schofield
Lieutenant Governor of Saskatchewan

May it Please Your Honour:

I respectfully submit the Annual Report of the Saskatchewan Multitype Library Board for the fiscal year ending March 31, 2014.

Don Morgan

Don Morgan, Q.C.
Minister of Education

The Honourable Don Morgan, Q.C.
Minister of Education

I have the honour of submitting the Annual Report of the Saskatchewan Multitype Library Board for the fiscal year ending March 31, 2014.

Michael Shires
Vice Chair, Multitype Library Board

Who We Are

The purpose of the Multitype Library Board is to optimize the capacity and outcomes of Saskatchewan libraries by enabling all types of libraries and information providers to work co-operatively in a multitype library system. The Multitype Library Board has continued to follow the goals and objectives it established in *A Three Year Strategic Plan, 2010-2013*, to further advance the multitype library system. Its vision and mission statements were updated in 2010 to address new challenges and opportunities and to support 21st century learning in alignment with the Ministry of Education's strategic priorities.

Vision

Successful communities through library co-operation

Mission

Through co-operation, libraries contribute to the social and economic development of citizens of Saskatchewan

Partners

The partners in the multitype library system include:

- the public, school, post-secondary education and special library sectors,
- the Provincial Library, which has traditionally played a coordinating role in the Saskatchewan library community; and
- other information providers, such as archives, business resource centres and Aboriginal libraries.

Each partner has a unique role, mandate and client group that it serves. Partners vary in size, structure, governance, facilities, resources, functions and related government ministry. Each one must understand the nature of the differences as well as the similarities to co-operate more effectively.

Public Libraries

The role and mandate of public libraries are to provide people of all ages with equitable access to informational, cultural, recreational and educational materials and services. The public library system provides library service from over 300 branch libraries in communities across Saskatchewan through seven regional library systems, a federated library system in the north and two municipal libraries in the cities of Regina and Saskatoon.

School Libraries

The role of school libraries is to support the learning program of the school and to meet the individual needs and interests of staff and students. School libraries play an integral role in supporting curricula by providing appropriate resources and in actively involving students in the location, evaluation and use of information, ideas and resources. The range of resources in a school library includes print, non-print, electronic and human resources.

Post-secondary Education Libraries

The role and mandate of post-secondary education libraries is to provide information and services which support the information needs of students, faculty, researchers and staff of educational institutions and to educate clients in the use of information resources.

Special Libraries

The role and mandate of special libraries is to provide specialized information services for staff, students, or members of a parent organization. Special libraries in Saskatchewan include government, corporate and private libraries, with specialized collections and subject-knowledgeable staff.

While special libraries tend to be concentrated in the cities of Saskatoon and Regina, they are also found in smaller communities such as Humboldt, North Battleford and Swift Current.

Provincial Library

The Public Libraries Act, 1996 mandates the Provincial Library to serve as a coordinating agency for the provincial public library system and to administer public library grants. *The Libraries Co-operation Act* mandates the Provincial Library to act as secretariat to the Multitype Library Board and to support the multitype library system through such activities as research, planning, services support and the establishment of policies and procedures.

Information Providers

Other information providers have a variety of roles, mandates and client groups depending on their organizations. Archivists, for example, bring a wide range of expertise and experiences to a partnership with libraries, which makes their contributions particularly valuable, especially in the area of information technology utilization.

Mandate and Role

The Multitype Library Board was established by *The Libraries Co-operation Act* in 1996. Its mandate is to facilitate the co-operative development of the multitype library system in Saskatchewan by providing a forum for appointed representatives of library sectors and information providers in Saskatchewan to meet and discuss ways in which they can co-operate to enhance their capacity and services.

A multitype library system is a network of working relationships, between any inter-sectoral combination of autonomous libraries and information providers, established to share services and resources for mutual benefit.

In a multitype library system, the jurisdictional boundaries and separate administrative structures of libraries and information providers remain intact, but co-operative initiatives and working relationships enable them to collectively acquire information products and develop services that they could not achieve independently.

The role of the Multitype Library Board is to identify library needs that overlap and allow these areas of mutual need to be the basis for the development of co-operative policies and programs to better serve Saskatchewan residents.

Programs

The Multitype Library Board operates programs and initiatives that enable collaboration among multitype partners in areas of mutual interest. Programs and initiatives are operationalized via the Board's secretariat, the Provincial Library. The Multitype Database Licensing Program is the primary and longest running program of the Board. Additional initiatives are developed as emerging needs and issues are identified by partners. In December 2006, the Board initiated the Saskatchewan Digital Alliance to guide multitype partners in their digitization efforts and to explore the potential of province-wide digitization initiatives.

Structure

The Minister Responsible for Libraries appoints members of the Multitype Library Board.

The following representation must be appointed:

- a library director from a public library or public library system;
- a library director from a school library or school library system;
- a library director from a post-secondary library or post-secondary library system;
- a library director from a special library or special library system;
- the Provincial Librarian;
- a person chosen from a list of persons nominated by the Saskatchewan Library Trustees Association;
- a person chosen from a list of persons nominated by the Saskatchewan School Boards Association;
- a person chosen from a list of persons nominated by the Saskatchewan Library Association;
- one other person employed by a post-secondary library in any capacity; and
- one other person employed by a special library in any capacity.

The minister may appoint any of the following representatives:

- one person who is, or who is employed by, an information provider;
- one person appointed after consultation with the Saskatchewan Urban Municipalities Association;
- one person appointed after consultation with the Saskatchewan Association of Rural Municipalities; and
- one or two other persons in consultation with the library community.

The role of board members is to consult with their sector to ensure broad understanding of all sectors' needs and to enable full participation of all sectors in multitype initiatives.

As entrenched in *The Libraries Co-operation Act*, the Board uses consensus decision making. Consensus decision making recognizes the autonomy and individual responsibility of autonomous libraries and library systems represented on the Board.

The Multitype Library Board advises and provides recommendations to the Minister of Education with respect to the development of the multitype library system.

The Board may also make recommendations to libraries and library systems concerning multitype library system development.

The Provincial Library and Literacy Office, a branch of the Ministry of Education, provides secretariat support to the Board.

Board Members

Public Library Sector

John Murray (until March 26, 2014), Director, Wapiti Regional Library, Prince Albert; serving the position of a library director from a public library or public library system.

Allan Johnson (beginning March 26, 2014), Director, Southeast Regional Library, Weyburn; serving the position of a library director from a public library or public library system.

Richard Beck, Wheatland Regional Library Trustee, Warman; serving in the position of a person chosen from a list of persons nominated by the Saskatchewan Library Trustees Association.

School Library Sector

Carlene Walter, Instructional Consultant, Saskatoon Public Schools, Saskatoon; serving in the position of a library director from a school library or school library system.

Karen Melle, School Board Trustee, Holy Family Roman Catholic School Board, Estevan; serving in the position of a person chosen from a list of persons nominated by the Saskatchewan School Boards Association.

Post-Secondary Education Library Sector

Vicki Williamson, Dean, University Library, University of Saskatchewan, Saskatoon; serving in the position of library director from a post-secondary library or post-secondary library system.

Regan Gunningham (until July 1, 2013), Program Head, SIAST Libraries and Testing Services Woodland Campus, Prince Albert; serving in the position of one other person employed by a post-secondary library in any capacity.

Jennifer Shrubsole (beginning March 26, 2014), Collection Development Librarian, SIAST Libraries and Testing Services Palliser Campus, Moose Jaw; serving in the position of one other person employed by a post-secondary library in any capacity.

Special Library Sector

Susan Baer (until March 26, 2014), Director of Libraries and Archives, Regina Qu'Appelle Health Region, Regina; serving in the position a library director from a special library or special library system.

Melissa Bennett (beginning March 26, 2014), Legislative Librarian, Saskatchewan Legislative Library, Regina; serving in the position a library director from a special library or special library system.

Pat Kolesar (until March 26, 2014), Assistant Legislative Librarian, Saskatchewan Legislative Library, Regina; serving in the position of one other person employed by a special library in any capacity.

Suzy Bear (beginning March 26, 2014), Librarian, Prince Albert Parkland Health Region; serving in the position of one other person employed by a special library in any capacity.

Information Providers

Edna Mirasty (until March 26, 2014), Librarian, Senator Myles Venne School Public Library, Air Ronge; representing Aboriginal Libraries.

Darren Okemaysim (beginning March 26, 2014), Professor, First Nations University of Canada, Regina; representing Aboriginal Libraries.

Crista Bradley, Program and Information Management Archivist, Dr. John Archer Library, University of Regina, Regina; representing the archives community.

Michael Shires, Collection Development Librarian, University of Regina, Regina; serving in the position of a person chosen from a list of persons nominated by the Saskatchewan Library Association.

Provincial Library

Brett Waytuck, Provincial Librarian, Regina.

Key Results 2013-2014

There were three board meetings in the reporting year, as well as an Annual General Meeting (AGM) with stakeholders. Fifty-six attendees at the AGM reviewed the board's history, brainstormed ideas for new initiatives and identified engagement strategies and communities of interest. MDLP members approved the purchasing strategy for the Multitype Database Licensing Program (MDLP).

Multitype program committees, including the MDLP Committee and the Saskatchewan Digital Alliance, a working group established by the Board to facilitate the development of digitization in the province, met multiple times throughout the reporting year.

The Board's priorities for 2013-2014 were guided by the strategic directions, goals and objectives in the Multitype Library Board's *A Three Year Strategic Plan, 2010-2013* that identified areas where the Board would direct its energy. The objectives are specific result statements that support the goals. The key results articulate accomplishments made during the reporting year.

Strategic Direction 1 – Engage Strategic Partners in the Continuing Development of the Multitype Library System

The multitype library system is well established and much progress has been made in addressing the challenges set out in previous strategic plans. The relationships that form a healthy multitype library system require continuing development of the Board's ongoing programs. The Board's success depends on nurturing relationships with existing and potential partners to address common concerns.

Goal 1 – Enhance current partnerships such as the Multitype Database Licensing Program and the Saskatchewan Digital Alliance.

Objective a) – Research and identify methods to strengthen relationships with Multitype Database Licensing Program partners, other government agencies, the Saskatchewan Library Association, Saskatchewan School Libraries Association and with private sector organizations, to expand programs, and to increase the quality of information for people of Saskatchewan.

Objective b) – Produce recommendations that support Saskatchewan Digital Alliance's efforts in building digitization capacity throughout the province and increasing online access to Saskatchewan's cultural and historical artefacts.

Key Results

- Saskatchewan History Online (SHO), the multitype digitization project funded by the Ministry of Education, continues to grow. The collection includes a range of cultural and historical materials from libraries, archives, museums and galleries. The Saskatchewan Archives Board newspaper project, part of SHO, is working on its first phase, including newspapers from the 1880's to 1914 to coincide with the centenary of WWI and 75th anniversary of WWII. Headlines from community newspapers are being translated in a number of languages. Eight-six Saskatchewan weekly newspapers will be digitized, including 400 reels of microfilms, which include 250,000 – 400,000 images.
- The MDLP conducted two surveys among partner libraries and end users during the fall of 2013 to ensure that the MDLP provides the best possible resources for students and learners within the available budget. The end user survey found out that 87% of MDLP end users were very satisfied or satisfied with the current MDLP product suite.
- The second MDLP survey conducted an evaluation and comparison between the Gale product suite and a similar product suite from EBSCO. The survey results were used to help the MDLP finalize the purchasing strategy for 2014-15, and to ensure that the MDLP provides the best possible resources for students and learners within the available budget.
- The MDLP's Supplemental Collection continued to grow. The number of products in the Supplemental Collection increased to fourteen while more libraries and schools participated in existing joint licenses, such as *Zinio*, National Film Board *CAMPUS*, *TumbleBookLibrary* and *RDA Toolkit*.

Goal 2 – Continue to foster relationships among various information providers.

Objective a) – Work with First Nations and Métis groups to improve access to electronic information resources and library services for their communities.

Objective b) – Adapt programs to include a greater diversity of partners in order to benefit from additional perspectives and interests.

Key Results

- The MDLP continues to include First Nations schools in all Core Collection licensed resources. Saskatchewan History Online includes numerous items related to First Nations and Métis people that schools can use as Open Education Resources (OER).
- Several school divisions participated in the MDLP supplemental collection, including *RDA Toolkit* and *World Book Online*, to provide quality resources to their teachers and students.

- The First Nations content digitized in previous SDA digitization projects, such as *Our Legacy* and the oral history collection, has been migrated to SHO's Islandora platform.
- SHO is working with Saskatchewan Archives Board to integrate its Saskatchewan Newspaper Project into SHO. About 90 newspapers from the Saskatchewan Weekly Newspapers Association will be included. The first phase of the project covers papers from 1890s to about 1918.

Goal 3 – Create a sustainable environment for Saskatchewan libraries.

Objective a) – Inform interested organizations about current and proposed plans to attract professional librarians to Saskatchewan and to encourage a more representative workforce.

Objective b) – Support efforts to establish library student bursaries and other programs to develop the library workforce.

Key Results

- The Saskatchewan Libraries Education Bursary was renamed the Maureen Woods Education Bursary. The Board supported the continuation of this bursary to promote the continued growth of professional librarianship in the province. The annual bursary awards $5,000 to a student enrolled in a Master of Library and Information Science program who agrees to return to work in Saskatchewan upon completion of their degree. The recipient of the 2014 Maureen Woods Education Bursary was Lisa Worobec, who is completing her Masters of Library and Information Studies at the University of Alberta.
- The Board worked with the Saskatchewan Library Association to evaluate the Continuing Education Certification Program developed by The Partnership – Canada's national network of provincial and territorial Library Associations. The Board is working with the Saskatchewan Library Association to support and promote this program as a professional development tool for library staff in the province.

Strategic Direction 2 – Identify Opportunities for Co-operation in Order to Address Emerging Issues

The Multitype Library Board is committed to facilitating increased communication among information providers in Saskatchewan and creating an environment where stakeholders are better able to communicate with the Board. The Board will play a leadership role in addressing matters that concern multiple sectors and will work with stakeholders to determine which issues are priorities.

Goal 1 – Enhance the ability of Saskatchewan libraries to address emerging issues.

Objective a) – Discuss topics of interest identified by individual sectors to determine if a multitype approach could benefit multiple sectors.

Objective b) – Gather information and data to help inform policy recommendations on issues such as creating a more representative workforce.

Key Results

- The Board consulted with stakeholders at its April 2013 annual general meeting (AGM) to re-engage with the multitype community. More attendees participated than in recent years—56 people—with representation from all sectors. The Board led strategic discussions to explore multitype cooperation in the province - past, current and future, and identified challenges and opportunities for potential collaboration among libraries and other information providers. The AGM helped partners to gain an understanding of the board, its history and initiatives, and build momentum to become more involved at an increased level.
- Further stakeholder consultations were conducted at the 2013 Saskatchewan Libraries Conference. Two Multitype Library Board sessions were used to gather feedback from members of the library community to further explore new or emerging opportunities for cooperation within Saskatchewan multitype community.
- After consultations with the Saskatchewan Publishers Group and library representatives, the Board implemented the Saskatchewan eBooks Initiative to increase the Saskatchewan content in the electronic collections of the province's libraries. The initiative has identified selected Saskatchewan titles to be included in the Saskatchewan eBook Collection, and is working with publishers to complete contracts to allow these titles to be converted to EPUB 3 format. This project aims to overcome barriers to eBook conversion, and to increase the Saskatchewan content available in the province's libraries. The eBooks in this collection will be made available to all MDLP partners as well as in the National Network for Equitable Library Services collection.

Goal 2 – Use web technologies to foster the exchange of ideas among information professionals in Saskatchewan.

Objective a) – Create a digital presence for partners to post ideas, solicit advice and discuss partnerships with other information providers.

Objective b) – Continue to improve the Board's web presence, including the Saskatchewan Libraries website.

Key Results

- The Saskatchewan Libraries website was redesigned and the Multitype Library Board logo refreshed. The website is continually updated and now has two URLs: http://www.lib.sk.ca and http://www.mylibrary.sk.ca, which are more navigable with the implementation of a new content management system. The website includes information about the Multitype Library Board and is primarily intended to support library staff and trustees. It also contains a number of library resources and staff tools, as well as information for the general public.

Goal 3 – Initiate dialogue among the various library sectors regarding their roles in providing consistent information services throughout a patron's lifetime.

Objective a) – Hold a topical forum or use the Board's Annual General Meeting to begin a consultation process on "smooth transitions" (moving from one type of information provider to another throughout a patron's lifetime).

Key Results

- The Board used opportunities at its April 2013 annual general meeting (AGM) and the 2013 Saskatchewan Libraries Conference to re-engage the multitype community and explore multitype cooperation in the province. The consultations helped the Board identify challenges and opportunities for existing or potential collaboration among libraries and other information providers.
- The Multitype Library Board made a presentation to the *Royal Society of Canada Expert Panel on The Status and Future of Canada's Libraries and Archives* in November 2013 in Regina. The response to the Royal Society of Canada's framing questions focused on the values of libraries and archives in Saskatchewan multitype system to the public, the services these institutions deliver through cooperation, and how they together deal with the transformation of knowledge with digital technology. The Board also compiled a brief with inputs from each library sector for submission to the Royal Society of Canada Expert Panel afterwards.

Strategic Direction 3 – Initiate Mechanisms for Co-operation

The Multitype Library Board facilitates, supports and promotes cross-sector co-operation among libraries and other information providers. The Board endeavours to create an environment where innovative approaches to emerging issues will be found by leveraging technological solutions and by developing policy options that respect the needs communicated by all stakeholders.

Goal 1 – Enhance existing Board programs and facilitate the development of new programs.

Objective a) – Share information about the benefits of Board programs with potential partners.

Objective b) – Where the need for a new program has been identified, the Board will gather input from stakeholders, provide policy recommendations to the Ministry of Education and establish a working group or committee if necessary.

Key Results

- Saskatchewan History Online (SHO) continued to add contributors from various sectors. Many institutions throughout the province have developed competencies in scanning and metadata creation through this initiative.
- The Board recognized the importance of increasing awareness of library e-resources, including MDLP resources and SHO, among the public so they can utilize all the multitype resources for their research, study or life-long learning. A subcommittee within the MDLP was established to work with PLLO and the Communications Branch, Ministry of Education to identify and explore various venues and effective activities to increase the awareness of MDLP resources among students, library patrons and the general public.
- The Board worked with the Communications Branch, Ministry of Education and developed a new brochure to introduce the Board. The new brochure provides a summary of the Multitype Library Board and its programs for library staff and other stakeholders to understand the roles of the Multitype Library Board, its structure, and its contributions to the library community.

Goal 2 – Establish partnerships with interested parties to address human resource issues in libraries.

Objective a) – Continue developing a representative workforce strategy. Support initiatives by the Saskatchewan Library Association and others working in parallel on this issue.

Objective b) – Encourage the development of a Saskatchewan-based Master of Library and Information Science/Master of Information Science program (MLIS) that includes training for teacher librarians.

Objective c) – Work with post-secondary institutions that may be interested in providing online librarian and library technician courses.

Objective d) – Work with stakeholders to develop an internship/co-op student program.

Key Results

- The Board continued to monitor the development of online library education options. The Multitype Library Board participated in the stakeholder consultation process for the University of Alberta's School of Library and Information Studies new online MLIS program which launched in September 2013.
- The Board has been monitoring developments in the Education Institute's Continuing Education Certificate Program and worked with the Saskatchewan Library Association to launch it in Saskatchewan.

Goal 3 – Further develop the online presence of Saskatchewan libraries through the creation of a digital commons.

Objective a) – Support stakeholders' efforts to aggregate Saskatchewan's digital resources and digital heritage.

Objective b) – Develop a digital space to share information about training, online tutorials, promotion and careers.

Key Results

- Saskatchewan History Online (SHO) was officially launched in October of 2012, and the project team continues to work on improvements to the interface and interactive features. Previously digitized collections, including *The Saskatchewan War Experience* were moved into the repository. The SHO's search interface allows users to discover digital objects in other selected repositories though metadata harvesting. For example, a number of collections from the Saskatchewan Archival Information Network will be searchable through SHO by fall 2014.
- More MDLP product descriptions, subject coverage, training information and links to vendor tutorials have been added to the Saskatchewan Libraries website. The Board invited four database vendors to deliver a daylong training workshop at the Preconference of the Saskatchewan Libraries Conference in May 2013.
- The Saskatchewan Digital Alliance website was updated to include information about the SHO and other new information was added.
- The SDA members delivered a digitization workshop at the Preconference of the 2013 Saskatchewan Libraries Conference. The workshop introduced the whole cycle of a digitization project and taught participants about ideas, concepts and approaches for setting up or sustaining a digitization program such as scanning and creating metadata. The workshop also provided best practices and guidelines to build a support network, and fostered a community approach to digitizing Saskatchewan resources.

Multitype Database Licensing Program (MDLP)

The MDLP Committee

The Multitype Library Board established this committee to administer the MDLP. The Committee consists of at least two representatives from each library sector. Representatives are responsible for consulting with their sector regarding the MDLP, and for bringing the sector's concerns to the Committee table. The members also evaluate information databases, coordinate financial contributions from the sector, and make recommendations to partner libraries about what products to fund each year. They decide how to implement the strategic directions set out during the annual general meeting and recommend long term program development directions.

Committee recommendations are presented to the Multitype partners at the Multitype Library Board's annual general meeting. This meeting establishes broad strategic directions for the coming year; approvals for purchasing/ renewal are made; and financial commitments from partner libraries are recommended.

PLLO negotiates province-wide and multi-sector licenses on behalf of the MDLP, coordinates partner funding, establishes database access through IP address and remote patron authentication methods, resolves access problems, and provides secretariat support to the MDLP Committee.

2013/14 Committee Members

Post-secondary Education Libraries

Robin Canham, SIAST Wascana Campus
Jaclyn McLean, University of Saskatchewan
Barbara Nelke, University of Regina Library

Public Libraries

Cerys Gordon, Regina Public Library
Allan Johnson, Southeast Regional Library
Ann-Marie Mathieu, Saskatoon Public Library
Cassandra Mireau, Wheatland Regional Library

School Libraries

Anna Grumbly, Ministry of Education
Joanne Beltramini, Regina Catholic Schools

Special Libraries

Michelle Giese, Saskatchewan Legislative Library
Pat Kolesar, Saskatchewan Legislative Library

Provincial Library

Barbara Bulat
Jack Ma

Key Highlights

- 87% of MDLP end users were satisfied or very satisfied with the current MDLP product suite, based on the 2013 MDLP End User Survey.
- 337% increase in MDLP usage occurred in 2013-14, due to the SILS' Encore Synergy Discovery layer implementation in April 2013.
- 4.23 million MDLP accesses and 6.51 million MDLP searches were recorded in 2013.
- 505,081 full-text retrievals of Gale and ProQuest databases were recorded in 2013, a new outcome measure added to the MDLP usage statistics.
- Full-text retrieval represents a value of $12,627,025 that the MDLP users received in 2013 ($25 per article, as commonly cited).
- ProQuest implemented a new usage tracking system, which changed reporting – 2013 numbers are not comparable to the previous years'.
- MDLP Core Collection cost was $594,862 and the MDLP Core Revenue was $592,076 in 2013.
- Seven new eBooks were added to the MDLP Core Collection.
- The MDLP Supplemental Collection added *Ancestry Library Edition*, Consumer Reports and *Zinio* (in the Public Library Suite) and three new libraries joined the *RDA Toolkit* license.

Background

The Multitype Database Licensing Program (MDLP) is a province-wide program in which libraries work together to purchase access to electronic information resources. With the MDLP, library patrons across Saskatchewan can access a variety of online journals, newspapers, reference books, and other resources. These resources are also accessible from a user's home computer. The program, therefore, effectively supports equity of access to online library resources for all Saskatchewan residents, including those who live in small urban, rural, and remote areas. Through the MDLP, libraries are helping to close the digital divide, and are working to ensure that all citizens have access to high quality information, a necessity for education, work, and leisure in a global, knowledge-based economy.

In 2013, 34 libraries and all K to 12 schools participated in the program. Current program partners include: all ten public library systems, all K to 12 schools through the support of the Ministry of Education, the two university library systems, libraries on the four campuses of SIAST, five small college libraries, fifteen special libraries, and Provincial Library and Literacy Office (PLLO). PLLO takes responsibility for the administration and coordination of the program.

In 2013, Saskatchewan library patrons accessed the magazine, journal, newspaper, eBook, and reference databases 4.23 million times, three times more than 2012. In total, patrons performed 6.51 million searches, up nearly 1.9 times over 2012. The MDLP Core Collection now provides full-text access to over 15,872 unique titles (journals, magazines, newspapers and eBooks). In addition, the MDLP continued adding open access resources to the collection throughout the year. The partners now have centralized access to an additional 3,352,784 eBooks, and 58,515 journals through the Serials Solutions A-to-Z portal. The MDLP worked with ProQuest to establish and provide wireless access to *Library PressDisplay* for library patrons who use the PressReader App inside libraries.

Financially, the MDLP program maintained its cost stability and efficiency with the management of both the Core and Supplemental Collection suites of resources. The program renewed all products in its Core Collection in 2013. The total cost of the Core Collection for 2013/14 was $594,862, and the total revenue of partner contributions was $592,076. The increase in the number of sessions and searches reduced the per-access cost to fourteen cents, while the per-search cost was reduced to 9 cents. The following seven new eBooks were added to the Gale Virtual Reference Library:

- *VideoHound's Golden Movie Retriever 2014*
- *The Gale Encyclopedia of Nursing and Allied Health, 3rd Edition*, and
- *Business Plans Handbook, 24 - 28th Editions*

Highlights of 2013

Expanding the Supplemental Collection

The Supplemental Collection continued to expand in 2013 with more libraries participating and more products added. Once again, *Universalis Junior*, sponsored by the school sector, and *Small Engine Repair Reference Center*, sponsored by the public library partners, were made available to all partner libraries, benefitting the program as a whole.

Three new libraries joined the existing *RDA Toolkit* license, which increased the total number of participants to 11. The MDLP, for the first time, participated in a Consortia Canada license. PLLO coordinated the National Film Board's *CAMPUS* license for Regina Public Library and the University of Saskatchewan through Consortia Canada.

The public library suite grew again in 2013. A majority of public libraries have participated in licenses for *Ancestry Library Edition* and *Consumer Reports* since early in 2013. In order to grow the MDLP, PLLO arranged trials of multimedia products for public libraries, including *Freegal*, *Freeding*, *Zinio* and *Hoopla*. Six public library systems purchased *Zinio* licenses, a product which makes hundreds of digital magazines available for library users to read online or save and read offline via multiple devices.

The total number of products in the Supplemental Collection increased from 14 to 18 in 2013.

Program Evaluation

The MDLP conducted two surveys among partner libraries and library end users during the fall of 2013. At the 2013 Multitype Library Board Annual General Meeting, the partner libraries approved the Committee's proposal to conduct an evaluation and comparison between the Gale product suite and a similar product suite from EBSCO. The survey results were used to ensure that the MDLP provides the best possible resources for students and learners within the available budget.

The first survey showed that two EBSCO products – *Academic Search Complete* and *Canadian Reference Centre*, were preferred to their Gale counterparts. These results informed the Committee's recommendations regarding purchases for 2014/15.

The second survey used a new outcome measure to determine the MDLP's value and user satisfaction among Saskatchewan library users with respect to their education, work, and life-long learning. Library users self-selected for the survey by accessing a link found on MDLP partners' websites and database search pages. The end user survey results will be used as the baseline for future outcome measurement and comparison with respect to user needs and expectations.

The Committee was very pleased that more than 400 library users participated in the end user survey, compared with 272 in the 2011 survey. Among the 400 participants, 87% (or 218 people) indicated that they were very satisfied or satisfied with their library's online resources. This indicates that Saskatchewan libraries provide quality electronic resources to library users to meet their research, study or other personal needs.

The two surveys ran on Fluidsurveys between October 22, 2013 and December 20, 2013.

Database Training Workshops

The Multitype Library Board and PLLO sponsored training workshops led by vendors at the 2013 Saskatchewan Libraries Conference. This was a one-day preconference workshop where Gale, EBSCO, ProQuest, and Britannica all sent trainers to provide sessions covering a range of relevant features from basic to advanced and to highlight recent changes to their products. More than 20 people from public, school, and academic libraries attended the workshop, which helped refresh their knowledge of the resources in the MDLP Core Collection.

Increased Database Accesses and Searches

In 2013, the program had 4.23 million total accesses. The increase is partially attributed to the Saskatchewan Information and Library Services (SILS) consortium moving to the Encore Synergy discovery layer in April 2013. The increase in total accesses was due to the way Encore Synergy searches its "Best Bets" category that includes four Gale databases: *Discovering Collection, General OneFile, General Reference Centre Gold* and *Expanded Academic ASAP*. When a library user searches the SILS catalogue with Encore, the first three search results from these four databases are displayed along with traditional OPAC results. The implementation of "Best Bets" in Encore Synergy increased the visibility of content from the selected databases in catalogue search results, which is a major reason for implementing a discovery layer. Full-text article retrievals are another way to determine the actual use of content. Full-text article retrievals represent the number of times articles from a given resource are viewed or downloaded. In 2013, there were 505,081 full-text articles retrieved from Gale and ProQuest databases. If each article's market value is estimated at $25, which is consistent with other comparable library return on investment studies, the MDLP received a value of $12,627,025.

Strategic Initiatives for 2014

Program Promotion

The MDLP End User Survey revealed that one reason library users had not used online library resources was that they were not aware of these resources. This presents a compelling case for the Multitype Library Board and its partners to implement another promotion campaign to increase awareness of library e-resources, including the MDLP resources, among the public.

The MDLP has provided database training, including onsite workshops led by vendors, for partner libraries over the past several years. However, this training has mainly used a train-the-trainer model. The last time these resources were promoted directly to the public was during the 2005 *mylibrary* (www.mylibrary.sk.ca) electronic resources promotion. This was a province-wide e-library services promotion, including MDLP resources. The use of electronic resources increased after the 6-week campaign, showing the impact of the promotion. The Mulitype Library Development Unit of PLLO is designing another promotion campaign for MDLP resources to be implemented this year.

The MDLP Committee has established a subcommittee with a small group of members to work with PLLO and the ministry's Communications Branch to identify and explore various venues and effective activities to increase the awareness of MDLP resources among students, library patrons and the general public.

Outcome Measures for the MDLP

As a flagship program of the Multitype Library Board, the MDLP provides equitable access to a common suite of high quality library electronic resources in all partner libraries and schools to support education, work, and leisure, in a global, knowledge-based economy. The program has traditionally used output measures such as usage statistics to demonstrate value, but libraries and government are increasingly interested in outcomes, rather than outputs. A high number of searches and accesses are a positive sign, and with the inclusion of full-text article retrievals, the search results represent satisfied searches and effective use of licensed databases. The Committee decided to include the data from full-text article retrievals in the program's annual usage report to more accurately reflect the use of content from the program's products. Gale and ProQuest full text article retrievals are now included.

One of PLLO's objectives in 2013 was to develop outcome measures for programs. PLLO conducted an environmental scan to identify what other jurisdictions have done with respect to the value of electronic library resources. PLLO is also developing Social Return on Investment (SROI) analysis to demonstrate the value of its programs. The next step will be using appropriate SROI analysis to help the MDLP establish a baseline for outcome measurement related to user needs and expectations. This information will also help quantify the value for money received by partner libraries and their users resulting from their investment in the MDLP.

Financial Contributors

Post-Secondary Education Libraries

- Bethany College Library
- Briercrest Family of Schools, Archibald Library
- Gabriel Dumont Institute Library
- RCMP Learning Centre
- Saskatchewan Institute of Applied Science and Technology, SIAST Libraries
- St. Peter's Abbey and College Library
- University of Regina, Dr. John Archer Library
- University of Saskatchewan Library

Public Libraries

- Chinook Regional Library
- Lakeland Library Region
- Pahkisimon Nuye?áh Library System
- Palliser Regional Library
- Parkland Regional Library
- Regina Public Library
- Saskatoon Public Library
- Southeast Regional Library
- Wapiti Regional Library
- Wheatland Regional Library

Special Libraries

- Law Society of Saskatchewan, Library
- Ministry of Education
- Ministry of Government Relations
- Ministry of Health
- Ministry of Labour Relations and Workplace Safety
- Ministry of Social Services
- POS Pilot Plant Corporation, Information Services
- Prairie Agricultural Machinery Institute Library
- Regina Qu'Appelle Health Region, Health Sciences Library
- Resource Centre for Sport, Culture and Recreation
- Saskatchewan Health Information Resource Partnership
- Saskatchewan Legislative Library
- Saskatchewan Research Council, Information Services
- Saskatchewan Teacher's Federation, Stewart Resource Centre
- Saskatoon Health Region
- SaskCentral

School Libraries

- All school divisions through the Ministry of Education, on behalf of all K-12 school libraries in Saskatchewan

Provincial Library and Literacy Office

Core Collection Products Licensed in 2013/14 – Listed by Vendor

EBSCO
Auto Repair Reference Center
Novelist Plus
Novelist K-8 Plus
Seven eBook titles (originally from NetLibrary)

Encyclopedia Britannica Inc.
Encyclopaedia Britannica Online

ProQuest
Canadian Newsstand Major Dailies and Prairies
Canadian Research Index
CBCA (includes CBCA Business, Education, Reference & Current Events)
Library PressDisplay

Serials Solutions
E-Journal Portal

Services documentaires multimedia
Repère

MyiLibrary
Six eBook titles

The Gale Group
Business and Company Resource Center
Business Index ASAP
CPI.Q (Canadian Periodicals)
Discovering Collection
Expanded Academic ASAP
General Business File ASAP
General Reference Center Gold
Health and Wellness Resource Center
Health Reference Center Academic
InfoTrac OneFile
Junior Edition
Kids InfoBits
LegalTrac
Student Edition
Literature Resource Center Digital Archive
Gale Virtual Reference Library (104 eBooks)

Supplemental Collection Products Licensed in 2013/14 – Listed by Vendor

ALA Publishing
RDA ToolKit

EBSCO
Small Engine Repair Reference Center
Consumer Reports

Encyclopedia Britannica Inc.
Universalis Junior

National Film Board
CAMPUS

ProQuest
Ancestry Library Edition

Springshare
LibGuides/CampusGuides

TumbleBooks
TumbleBook
TumbleBookCloud and TumbleBookCloud Jr.
AudioBookCloud

World Book
World Book Online for Kids
World Book Online Information Finder
L'Encyclopedie Découverte
World Book Online Reference Centre
World Book Discover
World Book Student
World Book Advanced

Zinio
Zinio

MDLP Usage Statistics

Access means the number of times a user entered, or logged on to one of the databases/interfaces to begin searching.

Browse means selecting and following specific links in a directory or pages to retrieve information.

Search means a specific query submitted through a search form to one database. If several databases are selected within a single search interface, each database counts one search.

Full Text Article Retrieval means a full-text article is viewed, downloaded or otherwise supplied to user.

Highlights

- The total number of accesses and searches for the public library sector in 2013 increased 3450% and 2248% respectively due to the implementation of SILS Encore Synergy, which includes four Gale databases in its "Best Bets" category.
- Saskatchewan users increased their use of EBSCO databases, *Britannica Online* and *Library PressDisplay*. All four sectors' combined total searches and sessions for these databases increased between 13% and 255% compared with the 2012 data.
- ProQuest implemented a new usage reporting structure in 2013 – the total number of accesses now only covers the access to MDLP products, and the numbers of searches for individual subjects within each database are now excluded. Though the MDLP usage charts below show a decrease in the number of searches for all four sectors, there is no accurate comparison to previous years as the ProQuest statistical platform was changed.
- A new usage category, full text article retrieval, was added to the 2013 usage report to monitor the actual use of Gale and ProQuest content.

Total Database Usage

Grand Total	2012		2013			Percent Change	
	Access	Search	Access	Search	Full Text Retrieval	Access	Search
Public	93,256	216,389	3,310,309	5,080,903	38,700	3349.7%	2248.0%
Post-secondary	669,964	1,519,118	617,928	824,878	401,149	-7.8%	-45.7%
School	178,953	464,048	251,890	540,302	49,276	40.8%	16.4%
Special	24,313	53,163	50,072	61,400	15,956	105.9%	15.5%
TOTAL	966,486	2,252,718	4,230,199	6,507,483	505,081	337.7%	188.9%

Gale	2012		2013			Percent Change	
	Access	Search	Access	Search	Full Text Retrieval	Access	Search
Public	18,649	58,637	3,195,574	4,996,121	23,735	17035.4%	8420.4%
Post-secondary	162,266	211,251	298,390	211,041	316,200	83.9%	-0.1%
School	55,739	233,512	57,355	241,949	36,557	2.9%	3.6%
Special	3,614	10,973	10,364	17,717	3,334	186.8%	61.5%
TOTAL	240,268	514,373	3,561,683	5,466,828	379,826	1382.4%	962.8%

- The implementation of SILS Encore Synergy dramatically increased (17035%) the Public library sector's Gale access in 2013. Special libraries increased their access of Gale databases at the same time (186.8%).
- The school sector's 2013 Gale database access was stable compared with 2012 data (2.9% increase).
- Post-secondary library users increased their access to Gale databases by 83.9%.]
- Special libraries' access to Gale databases increased by 186.8%.

ProQuest	Access	Search	Full Text Retrieval
Post-secondary	263,543	554,541	84,949
Public	18,222	66,215	14,965
School	26,111	75,504	12,719
Special	5,894	17,872	12,622
TOTAL	313,770	714,132	125,255

- ProQuest changed its usage reporting structure in 2013. The total number of accesses now only covers the access to MDLP products. The numbers of searches for individual subjects within each database are excluded in the total number of searches. Though the MDLP usage charts below show a decrease in the number of searches for all four sectors, there is no accurate comparison to previous years as the ProQuest statistical platform was changed.

EBSCO	2012		2013		Percent Change	
	Access	Search	Access	Search	Access	Search
Public	4,474	13,453	5,586	14,934	24.9%	11.0%
Post-secondary	1,027	4,485	23,229	37,007	2161.8%	725.1%
School	2,567	9,627	2,759	11,706	7.5%	21.6%
Special	5,627	8,312	17,007	23,560	202.0%	183.4%
TOTAL	13,695	35,877	48,581	87,207	254.7%	143.1%

- The inclusion of the eBook collection in EBSCOhost increased the total number of EBSCO accesses and searches for all four sectors, especially for the academic and special library sectors. Their use of other EBSCO databases remained stable.
- PLLO's EBSCO usage data includes some of the public library sector's searches and accesses, because EBSCO recorded all the SILS Web Access Management IP addresses under the PLLO account.

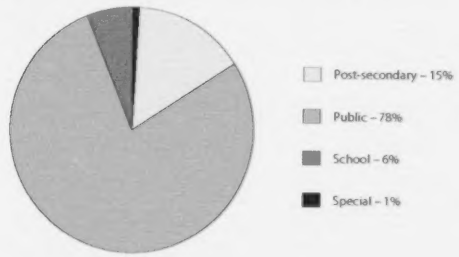
Britannica	2012			2013			Percent Change		
	Access	Search	Browse	Access	Search	Browse	Access	Search	Browse
Public	1,958	1,082	4,225	3,256	3,633	8,852	66.3%	235.8%	109.5%
Post-secondary	17,932	6,973	64,748	26,498	22,289	122,012	47.8%	219.6%	88.4%
School	104,640	62,786	356,162	165,224	211,143	355,537	57.9%	236.3%	-0.2%
Special	3,914	1,387	14,263	2,683	2,251	9,754	-31.4%	62.3%	-31.6%
TOTAL	128,444	72,228	439,398	197,661	239,316	496,155	53.9%	231.3%	12.9%

- Public, academic and school library users increased their use of Britannica in 2013, possibly due in part to the new interface and enhanced content of the product.
- The special library sector saw a 62% increase in their total number of searches, while accesses and browses decreased 31% each.

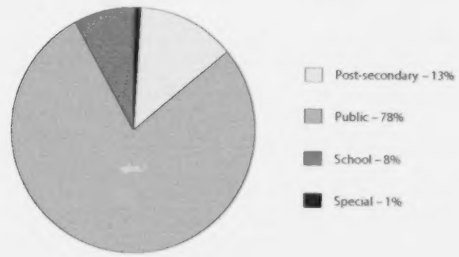
Library PressDisplay	2012	2013	Percent Change
Public	59,289	87,671	47.9%
Post-secondary	3,265	6,268	92.0%
School	1,390	441	-68.3%
Special	5,770	14,124	144.8%
TOTAL	69,714	108,504	55.6%

- The use of *Library PressDisplay* continued to increase for most partner libraries, though the decreased use in the school sector is notable.

2013 Database Access by Library Sector



2013 Database Search by Library



2013 Full Text Article Retrieval by Library Sector